Machakos University

Network & Telecoms

Information Communication Technology Services
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User Manual

Using your 7821 IPT Phone - Executive

Cisco Unified 7821 IP Phone Overview

The Cisco Unified 7821 SIP Phone provides voice communication over an Internet Protocol (IP) network. The Cisco Unified IP Phone functions much like a digital business phone, allowing you to place and receive phone calls. In addition, the Cisco Unified 7821 SIP Phone supports features such as mute, hold, transfer, conference, call forward, and more.

A Cisco Unified IP Phone, like other network devices, must be configured and managed. These phones encode G.711a, G.711mu, G.729a, and G.729ab, and decode G.711a, G.711mu, G.729, G.729a, and G.729ab
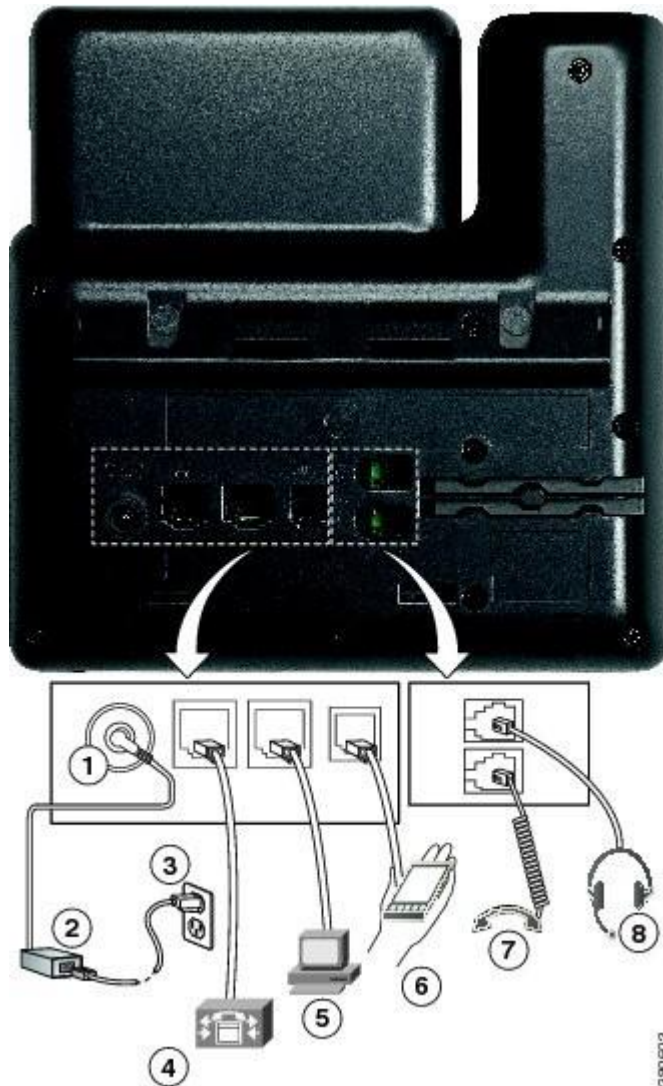
Caution Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco Unified IP Phone might cause interference.

Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network.

1	DC adaptor port (DC48V).	5	Access port (10/100 PC) connection.
2	AC-to-DC power supply (optional).	6	Auxiliary port.
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

Buttons and Hardware

1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.

3	Programmable feature buttons	Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to: • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy button) Buttons illuminate to indicate status: • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
4	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Navigation and Select button	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.
6	Hold/Resume button	Places an active call on hold and resumes the held call.
7	Conference button	Creates a conference call.

8	Transfer button	Transfers a call.
9	Speakerphone button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
10	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
14	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.

16	Messages button	Autodials your voice messaging system (varies by system).
17	Handset	Phone handset.

Phone Screen

1	Header	Displays date, time, and directory number.
2	Softkey labels	Display softkeys for available features or actions.

Connect the Footstand

If your phone is placed on a table or desk, connect the footstand to the back of the phone.
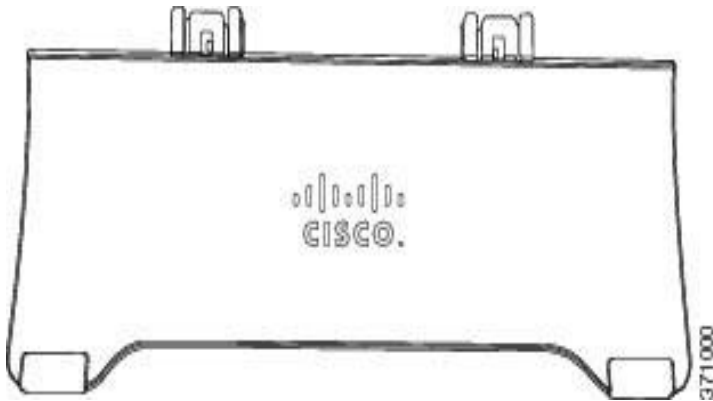
Procedure

Step 1 Insert the curved connectors into the lower slots.

Step 2 Lift the footstand until the connectors snap into the upper slots.

> **Note** Connecting and disconnecting the footstand may require a little more force than you expect.

Adjust Handset Rest

If your phone is wall-mounted, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.

Phone Setup Adjust Handset Rest
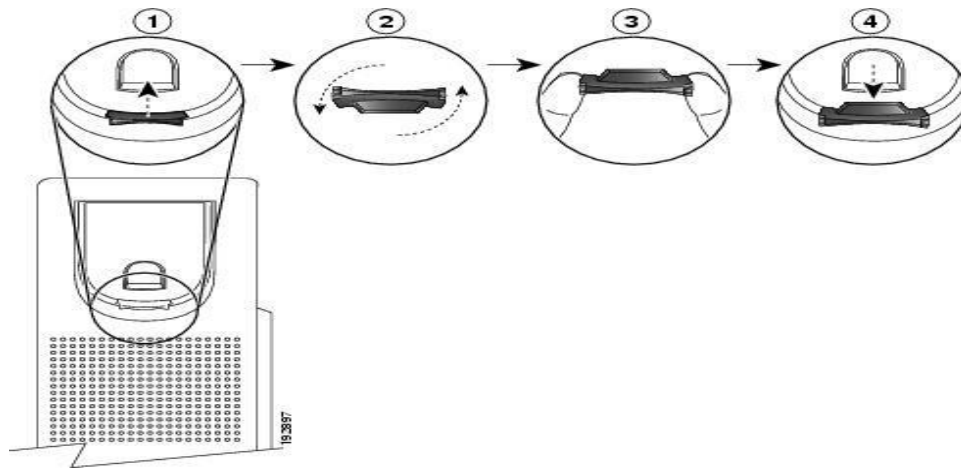
Procedure

Step 1 Remove the handset from the cradle and pull the plastic tab from the handset rest.

Step 2 Rotate the tab 180 degrees.

Step 3 Hold the tab between two fingers, with the corner notches facing you.

Step 4 Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

Step 5 Return the handset to the handset rest.

Making Calls

Predial Number

You can dial a number while your phone is on-hook (without hearing dial tone); this dialing action is called predial.

Procedure

Step 1 Enter a number using the keypad.

Step 2 Go off-hook using one of the following actions:

- Lift the handset.
- Press**Dial**
- Press**Handset** .
- Press**Speakerphone** .

Place Call Using Speakerphone

Procedure

Step 1 Press**Speakerphone**

Step 2 Enter a number.

Place Call Using Headset

Procedure

Step 1 Press**New Call**

Step 2 Ensure the headset button is lit. If the headset button is not lit, press**Headset** .

Step 3 Enter a number.

Release Call and Start Another Call

When you are on an active call or dialing, and want to release the call, the following actions occur:

- The active call ends

- The phone provides dial tone

- The New Call displays

Procedure

Step 1 When you are on an active call or while dialing, press **Cancel**.

Step 2 Enter the required number and press **Dial**.

Dial International Number

Plus Dialing allows you to press and hold the star (*) key for at least 1 second to insert a plus (+) sign as the first digit in a phone number for international dialing. The plus sign applies only for on-hook or off-hook calling.

When you see phone numbers with the + sign in them, you can select and dial the entry without having to add digits for international calls.

Procedure

Step 1 Press and hold star (*) for at least 1 second.
The plus (+) sign displays as the first digit in the phone number. The corresponding tone stops to indicate that the * has changed to a + sign.

Step 2 Dial the number.

Redial Number

Redial allows you to call the most recently dialed phone number.

Procedure

Step 1 To place a call from any phone line, press **Redial**.

Step 2 To place the call on a specific phone line, select the line to obtain dial tone and press **Redial**.

Answer Calls

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When you get a call, you see a notification window on the phone screen, called a call toast. The call toast remains visible for a preset amount of time. If an incoming call has been call forwarded from another phone, you may see additional information in the call toast to identify that the call has been forwarded.

For more information, contact your Network Administrator

Answer Oldest Call First

To answer the oldest incoming call first, press **Answer**.

If there are multiple incoming calls, press **Answer** and then choose the required call.

Answer Call Using PickUp

Procedure

Step 1 Perform one of the following actions:

- Press **PickUp** to transfer a ringing call within your pickup group to your phone.

- If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, then press **PickUp**.

Step 2 If the call rings, press **Answer** to connect to the call.

Manage Calls

Divert Call

Divert allows you to send an active or ringing call to your voicemail system or to a predetermined phone number. For more information, contact your Network Administrator

You can silence the incoming (ringing) call. Press Volume down once, then let the incoming call go to the target number (voicemail or predetermined number set up the system administrator).

Procedure

Step 1 To redirect an incoming (ringing) call while on another call, use the Navigation pad to highlight the incoming call, then press **Divert**. Otherwise, press **Divert** to redirect the current, active call.

Step 2 To redirect an incoming call while not on a call, press **Divert**.

Step 3 To redirect a held call, first resume the call and then press **Divert**.

Forward All Calls

Procedure

Step 1 Press **Forward All** on a primary line from which you want to forward your calls.

Step 2 Enter a phone number or select an entry from the Call History list.

Step 3 Press **Messages** to forward all calls to voicemail.
    Note If call forward is active, a Forward All icon is displayed in the line label or the forwarding information is present in the header.

Step 4 Press **Forward Off** to cancel call forwarding.
    NoteYou can set up conditional call forwarding in the Self Care Portal.

Transfer Call to Another Number

Transfer allows you to redirect a connected call from your phone to another number.

- You can redirect a single call to another number that you specify.

- You can connect two calls to each other (without remaining on the line yourself).

Procedure

Step 1 Verify that you are on an active call (not on hold).

Step 2 Press **Transfer** .

Step 3 Enter the transfer recipient's phone number or press a speed-dial button.

Step 4 Wait for the recipient to answer or skip to Step 5 while the call is ringing.

Step 5 Press **Transfer** again.

Swap Between Calls

Transfer allows you to redirect a connected call from your phone to another number:

- You can redirect a single call to another number that you specify.

- You can also connect two calls on one line or two different lines to each other (without remaining on the line yourself).

Before completing a transfer procedure, you can press **Cancel** to cancel the transfer or you can press **Swap** to toggle between calls, which allows you to speak privately with each party.

Procedure

Step 1 While on a call, connect to the transfer recipient.

Step 2 To return to the original call, press **Swap**.
You can consult privately with each person before you complete the transfer.

Mute Phone

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

Procedure

Step 1   Press**Mute** to turn Mute on.

Step 2   Press**Mute** again to turn Mute off.

Monitor and Record Calls

To configure your phone to monitor and record calls, contact your Network Administrator

Hold Calls

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold. Hold works with your phone handset as well as with USB headsets.

Procedure

You can put a call on hold by pressing **Hold**.

Swap Between Active and Held Calls

Use the line buttons to swap between holding and connected calls.

Put Call on Hold by Answering New Call

Procedure

If you have a held call and an active call, press the line button for the held call to resume that call and place the other call on hold automatically.

Put Call on Hold by Answering New Call

If you are already on a call and receive a new call, answering the new call puts the first call on hold automatically.

Procedure

Step 1 Press the flashing amber **Line** button.

Step 2 Navigate to the new call using the Navigation pad and either press **Answer** or **Select**.

Respond to Hold Reversion Notification

Hold Reversion notifies you when a call is left on hold.

A Hold Reversion notification is similar to a new call notification and includes these cues:

- Single ring, repeating at intervals
- Flashing amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

Procedure

Press the flashing amber line button or **Answer** to resume the held call.

Determine If Shared Line Is On Hold

If a call on a shared line has been put on hold remotely by another user, a pulsing red line button and the Hold 🔢 icon are displayed.

Remote Hold

When you place a call on hold while using a shared line, the line button pulses green and the phone displays

the Hold 🔢 icon. When another phone places a call on hold, the line button pulses red and the phone displays the Remote Hold icon.

Setup Call Back Notification

Procedure

Step 1 Press **Callback** while listening to the busy tone or ring sound.

Step 2 Press **Cancel** to deactivate the call back.

Step 3 Press **Exit** to activate the call back.

Call Park

Call Park allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone (such as a phone at a coworker's desk or in a conference room).

There are two ways you can park a call:

• Park: Allows you to park an active call that you answered on your phone, and retrieve it from another phone in the Cisco Unified Communications Manager system.

• Directed Call Park: Allows you to park and retrieve an active call in two different ways:

• Assisted Directed Call Park: Allows you to park an active call using a feature button.

• Manual Directed Call Park: Allows you to park an active call by transferring it to a Directed Call number.

Currently this feature has not been configured. For more information, contact your Network Administrator dial 705

Park Call Using Assisted Directed Call Park

If you fail to retrieve or resume the call within a specified amount of time, the call is directed to another destination (set up by your system administrator), such as voicemail. If the call gets redirected, it can no longer be retrieved by using Call Park.

Park Call Using Manual Directed Call Park

Procedure

Step 1 During a call, press **Directed Call Park** on a line that displays an idle Line Status indicator.

Step 2 Retrieve the call from any other Cisco IP Phone in your network as follows:

   a)   Enter the park retrieval prefix.

   b)   Dial the Directed Call number.

Step 3 If you do not retrieve the call within the time that your system administrator has set, you receive an alert tone. At that time, you can:

- Press **Resume** to resume the call on your phone.

- Retrieve the call from another phone.

Park Call Using Manual Directed Call Park

Procedure

Step 1

During a call, press **Transfer**

Step 2 Enter the Directed Call number where you will park the call.

Step 3 Press **Transfer** again to finish parking the call and then hang up.

Step 4 Retrieve the call from any other Cisco IP Phone in your network as follows:

   a)   Enter the park retrieval prefix.

   b)   Dial the Directed Call number.

Step 5 If you do not retrieve the call within the time that your system administrator has set, you receive an alert tone. At that time, you can:

- Press **Resume** to resume the call on your phone.

- Retrieve the call from another phone

View Phone Information

Phone Information allows you to view the following model information for your phone:

- Model Number

- MAC Address

- Active Load ID

- IP Address

- Active Server

- Stand-by-Server

Procedure

Step 1
Press **Applications** [⚙] .

Step 2 Select **Phone Information**.

Step 3 Press **Exit** to return to the Applications screen.

Call History Overview

Call History allows you to view information about the last 50 calls on your phone, listed under the following categories:

- Missed: lists the last 50 missed calls

- Received: lists the last 50 received calls

- Placed: lists the last 50 placed calls

- All: lists the last 150 calls, including Missed, Received, and Placed

A call icon displays to indicate the type of call. The caller ID displays with the call icon. If the caller ID is unavailable, then the phone number displays. If the phone number is unavailable, then "Unknown" displays. All Call History items display in order by time (latest to oldest).

You can also dial a number directly from the Call History list.

View Call History

> **Procedure**

Step 1 Press **Applications**.

Step 2 Select **Call History**.

Step 3 Scroll and select a call record or call group.

Step 4 Press **Exit** to return to the Applications screen.

View Call Record Details

> **Procedure**

Step 1 If you are on a connected call, press **Show Details** to show the Call Details screen. This screen displays single call information and call duration and updates each second.

Step 2 If you are not on a connected call, follow the steps ⚙ below. a)

   Press **Applications** and select **Call History**.

   b)   Select a call record or group and press **Details**.

   Note When you are on a call record, you can keep the Navigation pad highlighted to display the call details.

   c)   Press **Return** to return to the Call History screen.

   d)   Press **Exit** to return to the Applications screen.

Filter Call History

> **Procedure**

Step 1 Applications ⚙ and select **Call History** .

Step 2   Select the required phone line and view the individual calls or call groups for that line and press **Missed Calls**.

Step 3 Press **Exit** to return to the Applications screen.

Dial From Call History

If the phone is in idle state, press the down arrow on the Navigation pad to display the On-Hook Dialing screen.

If the phone is not in idle state, perform the following steps.

Procedure

Step 1   Press **Applications** ⚙ and select **Call History**.

Step 2   Select the call record that you want to dial and perform one of the following:

- Press **Call**.

- Pick up the handset.

- Press **Details**.

- Press [🔊] [🎧] **Speakerphone** or **Headset**.

Clear Call History

Procedure

Step 1   Press **Applications** ⚙ and select **Call History**

Step 2 Select **All Lines** or the required line.

Step 3 Press **Clear** and then press **Delete** to delete the call history list.

Step 4 Press **Cancel** to go back to the Call History screen.

Delete Call Record

Procedure

Step 1   Press **Applications** ⚙ and select **Call History**.

Step 2   Highlight the individual call record or call group that you want to delete.

Calling Features

Conference

Conference allows you to talk simultaneously with multiple parties. When you are on a call, you can use Conference to dial another party and add the party to the call. Alternately, if you have multiple phone lines, you can use Conference to combine calls across two lines.

Before you complete a conference procedure, you can press the Cancel softkey to cancel the procedure. You can also press the Swap softkey to toggle between calls and allowing you to speak privately with each party.

As the conference host, you can remove individual participants from the conference.

Add Third Party to Conference

Procedure

Step 1 Verify that you are on an active call (not on hold).

Step 2 Press **Conference**.

Step 3 Enter the phone number for the party that you want to add or press a speed dial button.

Step 4 Wait for the party to answer, or skip to step 5 while the call is ringing.

Step 5 Press **Conference** again. The conference begins.

Step 6 (Optional) Repeat these steps to add more parties, if desired.

Combine Calls to Create Conference

Before You Begin

You require multiple phone lines to perform this task.

Procedure

Step 1 Verify that you have two connected calls and that one of the calls is active (not on hold).

Step 2 Press **Conference**.

Step 3 Press the line button for the other (held) call.

The conference begins. The conference is established on the line with the active call.

Swap Between Calls Before Completing Conference

You can consult privately with the conference and another person, before adding the person into the conference.

Procedure

Step 1 Call a new conference participant, but do not add the participant to the conference.

Step 2 Press **Swap** to toggle between the participant and the conference.

View Conference Participants

You can view the details of the last 16 participants who joined the conference.

Procedure

While in a conference, press **Show Details** to view a list of participants.

Note When you place a call to another party and the person that you called creates a conference with a third phone, the **Show Details** softkey displays only for the person who created the conference.

Remove Conference Participant

Procedure

Step 1 While you are in a conference, press **Details** to view a list of participants.

Step 2 Highlight the participant that you want to remove, then press **Remove**.

Meet Me Conference

Meet Me allows you to call a predetermined number at a scheduled time to host or join a Meet Me conference.

The Meet Me conference begins when the host connects. Participants who call the conference before the host has joined hear a busy tone and must dial again.

The conference ends when all participants hang up; the conference does not automatically end when the host disconnects.

Host Meet Me Conference

Procedure

Step 1 Obtain a Meet Me phone number from your system administrator.

Step 2 Distribute the Meet Me phone number to participants.

Step 3 When you are ready to start the meeting, lift the handset to get a dial tone and then press **Meet Me**.

Step 4 Dial the Meet Me phone number.

Join Meet Me Conference

Procedure

Step 1 Dial the Meet Me phone number that the conference host provided.

Step 2 If you hear a busy tone, the host has not yet joined the conference. In this case, hang up and try your call again.

Speed Dial

Speed Dial allows you to press a button and enter a preset code to place a call. Before you can use Speed Dial features on your phone, you must set up speed-dial on your Self Care Portal.

Depending on setup, your phone can support these Speed Dial features:

• Speed-dial buttons: Allow you to quickly dial a phone number from one or more line buttons that are set up for speed dialing.

• If your system administrator has set up the Line Status feature, you can monitor the status of a speed-dial line by using the line status indicators.

Place Call Using Speed-Dial Codes

Before you can use speed-dial codes on your phone, you must set up the codes on the Self Care Portal.

Procedure

Step 1 To place a call using speed-dial code while on-hook, enter the speed-dial code and press **Speed Dial**.

Step 2 To place a call using speed-dial while off-hook, perform these steps:

a) Lift the handset and press **Speed Dial**.

b) Enter the speed-dial code and press **Speed Dial** again to complete the call.

Do Not Disturb

Do Not Disturb (DND) allows you to turn off one of the following incoming call indicators:

• The ringer on your phone **Turn DND On and Off**

• The ringer and any visual notification that you have an incoming call

When DND is enabled, your incoming calls forward to another number, such as your voicemail, if it is set up and the call is not saved or listed in your Call History.

The DND feature affects all lines on a phone. The feature does not affect intercom or 911 calls.

Turn DND On and Off

Procedure

Step 1 Press **DND** to turn on DND.
Visual confirmation displays briefly.

Step 2 Press **DND** again to turn off DND.
Visual confirmation displays briefly.

Line Status

Line status indicators allow you to view the state of a phone line that is associated with a speed-dial button. For more information, contact your system administrator.

Line status indicators show the state of a line.

Icon		Indicator
		Line is in use.
		Line is idle.
		Line is ringing. (Only for Call Pickup.)
		Line is in a Do Not Disturb (DND) state.

Line status indicators can be set up on speed-dial buttons by your system administrator and can be used with these features:

Speed Dial

Allows you to monitor the status of (and dial) a specific number on a speed-dial button. If the monitored line is unavailable, the Line Status button changes to a normal speed-dial button.

Directed Call Park

Allows you to monitor the line status of and dial a Directed Call Park number on a speed-dial button.

Call Pickup

Allows you to monitor the line status of (and pick up a ringing call on) a ringing call on a speed-dial button.

Your phone can play an audible alert when a call rings on the monitored line. For more information, contact your system administrator.

Malicious Call Identification

Malicious Call Identification (MCID) allows you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

Trace Suspicious Call

Procedure

Press **MCID** to send a silent notification message to your system administrator.
When the silent notification message is sent, your phone provides both a visual and audible confirmation.

Hunt Groups

Hunt Groups are used to share the call load in organizations that receive a large number of incoming calls.

Your system administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls, and you sign out of the hunt group when you want to prevent calls from ringing on your phone.

Currently this feature is not enabled and will be once hunt groups are established in the university

Telephone Directory

Retrieve the telephone directory for the university from the website ict.mksu.ac.ke / portal.mksu.ac.ke

Cleaning the Phone Screen

Gently wipe the phone screen with a soft, dry cloth. Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate phone components and cause failures.